

STATE OF SOUTH CAROLINA

(Caption of Case)

Annual ETC Compliance Report - FCC 481

277258

BEFORE THE
PUBLIC SERVICE COMMISSION
OF SOUTH CAROLINA

COVER SHEET

RECEIVED
JUL 19 2018
PSC SC
MAIL / DMSDOCKET
NUMBER: 2018 - 14 - C

(Please type or print)

Submitted by: Julia Redman Carter

SC Bar Number:

Address: 955 Kacena Rd.

Telephone: 319-294-6080

Suite A

Fax:

Hiawatha, IA 52233

Other:

Email: regulatory@entouchwireless.com

NOTE: The cover sheet and information contained herein neither replaces nor supplements the filing and service of pleadings or other papers as required by law. This form is required for use by the Public Service Commission of South Carolina for the purpose of docketing and must be filled out completely.

DOCKETING INFORMATION (Check all that apply)

☐ Emergency Relief demanded in petition☐ Request for item to be placed on Commission's Agenda expeditiously☒ Other: ETC Report

INDUSTRY (Check one)

NATURE OF ACTION (Check all that apply)

- ☐ Electric
☐ Electric/Gas
☐ Electric/Telecommunications
☐ Electric/Water
☐ Electric/Water/Telecom.
☐ Electric/Water/Sewer
☐ Gas
☐ Railroad
☐ Sewer
☒ Telecommunications
☐ Transportation
☐ Water
☐ Water/Sewer
☐ Administrative Matter
☐ Other: _____

- ☐ Affidavit
☐ Agreement
☐ Answer
☐ Appellate Review
☐ Application
☐ Brief
☐ Certificate
☐ Comments
☐ Complaint
☐ Consent Order
☐ Discovery
☐ Exhibit
☐ Expedited Consideration
☐ Interconnection Agreement
☐ Interconnection Amendment
☐ Late-Filed Exhibit
☐ Letter
☐ Memorandum
☐ Motion
☐ Objection
☐ Petition
☐ Petition for Reconsideration
☐ Petition for Rulemaking
☐ Petition for Rule to Show Cause
☐ Petition to Intervene
☐ Petition to Intervene Out of Time
☐ Prefiled Testimony
☐ Promotion
☐ Proposed Order
☐ Protest
☐ Publisher's Affidavit
☒ Report
☐ Request
☐ Request for Certification
☐ Request for Investigation
☐ Resale Agreement
☐ Resale Amendment
☐ Reservation Letter
☐ Response
☐ Response to Discovery
☐ Return to Petition
☐ Stipulation
☐ Subpoena
☐ Tariff
☐ Other: _____

Print Form

Reset Form



July 11, 2018

Jocelyn Boyd
 Chief Clerk and Administrator
 South Carolina Public Service Commission
 101 Executive Center Drive, Suite 100
 Columbia, South Carolina 29210

Re: Docket No. 2018-14-C-Boomerang Wireless, LLC d/b/a enTouch Wireless Annual ETC Annual Compliance Report and FCC Form 481

Dear Ms. Boyd,

Boomerang Wireless, LLC d/b/a Life Wireless (Boomerang) was designated by the South Carolina Public Service Commission as an Eligible Telecommunications Carrier for provision of wireless Lifeline service. Pursuant to S.C. Code Ann. Regulations § 103-690.1(B), Boomerang submits its Annual Report for Designated Eligible Telecommunications Carriers with respect to Lifeline services in South Carolina. A copy of the company's FCC Form 481 has been included. This report has also been submitted to the Office of Regulatory Staff.

Certification of compliance with CTIA Consumer Code (103.690.1(B)(a))

Boomerang Wireless, LLC d/b/a enTouch Wireless certifies it is in compliance with all applicable service quality and consumer protection requirements and standards, including the CTIA Consumer Code for Wireless Service, as it is required to do pursuant to 47 C.F.R. § 54.202(a)(3).

Lifeline Reporting

R.103-690.1(b)(3) Unfulfilled Service Requests

RESPONSE: Boomerang did not have any unfulfilled service requests in South Carolina in 2017.

R.103-690.1(b)(4) Complaints or Trouble Reports per 1000 Handsets or Access Lines

RESPONSE: Boomerang did receive one (1) complaint in 2017 at a rate of .1267 per 1,000 subscribers.

R.103-690.1(b)(5) Compliance with Applicable Service Quality Standards and Consumer Protection Rules

RESPONSE: Boomerang hereby certifies that it complies with applicable service quality standards and consumer protection rules, as designated by the Commission.

R.103-690.1(b)(6) Ability to Function in Emergency Situations

RESPONSE: Boomerang's Lifeline services remain functional in emergency situations. Boomerang utilizes the extensive and well established Sprint and Verizon Wireless networks and facilities to provide Boomerang's mobile services. The Sprint and Verizon Wireless networks are capable of managing traffic spikes that may occur during emergency situations and can reroute traffic in the event of damaged facilities. Our underlying carriers also have sufficient back-up power to ensure functionality. Boomerang's customers receive the same functionality as our underlying carrier's customers do.

R.103-690.1(b)(7) Non-Incumbent LEC Local Usage Plans

RESPONSE: Boomerang Wireless, LLC dba enTouch Wireless certifies that it offers a local usage plan comparable to that offered by the Incumbent LEC ("ILEC") in the relevant service areas. Boomerang offers rate plans that provides its customers with local usage capabilities. Boomerang's wireless Lifeline offering exceeds those of the ILEC in that Boomerang offers customers a certain amount of service free of charge with no activation fee or monthly charge.

R.103-690.1(b)(8) Equal Access to Long Distance Carriers

RESPONSE: Boomerang hereby acknowledges that the Federal Communications Commission may require it to provide equal access to long distance carriers in the event that no other eligible telecommunication carrier is providing equal access within the service area.

R.103-690.1(b)(9) Number of Lifeline Customers

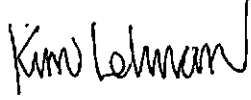
RESPONSE: As of December 31, 2017, Boomerang provided wireless Lifeline service to 7,889 customers in South Carolina.

R.103-690.1(b)(10) Lifeline Verification Survey or Certification

RESPONSE: Boomerang has submitted a copy of the company's FCC 481 with the Commission and the Office of Regulatory Staff which included their certification.

If you have any questions regarding this filing, please contact me at (319) 294-6080 or regulatory@entouchwireless.com.

Respectfully submitted,

A handwritten signature in black ink, appearing to read "Kim Lehrman". The signature is written in a cursive, flowing style.

Kim Lehrman
President
Boomerang Wireless, LLC d/b/a enTouch Wireless

FCC Form 481 - Carrier Annual Reporting Data Collection Form		FCC Form 481 OMB Control No. 3080-0086/OMB Control No. 3080-0013 July 2015
<010>	Study Area Code	249019
<015>	Study Area Name	Boomerang Wireless LLC
<020>	Program Year	2019
<030>	Contact Name: Person USAC should contact with questions about this data	Julia Redman-Carter
<035>	Contact Telephone Number: Number of the person identified in data line <030>	3192946080 ext.
<039>	Contact Email Address: Email of the person identified in data line <030>	regulatory@ontouchwireless.com
Form Type		54.422

<010>	Study Area Code	249029
<015>	Study Area Name	Boomerang Wireless LLC
<020>	Program Year	2019
<030>	Contact Name - Person USAC should contact regarding this data	Julia Rodman-Carter
<035>	Contact Telephone Number - Number of person identified in data line <030>	3192946080 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	regulatory@eantouchwireless.com

[illegible]Page 2

(400) Number of Complaints per 1,000 customers Data Collection Form	FCC Form No. 1 OMB Control No. 3080-0086/OMB Control No. 3080-0018 July 2012
--	--

<010>	Study Area Code	249019
<015>	Study Area Name	Boomerang Wireless LLC
<020>	Program Year	2019
<030>	Contact Name - Person USAC should contact regarding this data	Julie Radman-Carter
<035>	Contact Telephone Number - Number of person identified in data line <030>	3192944080 ext
<039>	Contact Email Address - Email Address of person identified in data line <030>	regulatory@boomertouchwireless.com
<400>	Select from the drop-down list to indicate how you would like to report voice complaints (zero or greater) for voice telephony service in the prior calendar year for each service area in which you are designated an ETC for any facilities you own, operate, lease, or otherwise utilize.	
<410>	Complaints per 1000 customers for fixed voice	
<420>	Complaints per 1000 customers for mobile voice	

5001 Compliance With Service Quality Standards and Consumer Protection Rules Data Collection Form		FCC Form 471-1-1 OMB Control No. 3045-0084/OMB Control No. 3045-0013 July 2018
<010> Study Area Code	240019	
<015> Study Area Name	Boomerang Wireless LLC	
<020> Program Year	2019	
<030> Contact Name - Person USAC should contact regarding this data	Julia Radman-Carter	
<035> Contact Telephone Number - Number of person identified in data line <030>	3122946060 ext	
<035> Contact Email Address - Email Address of person identified in data line <030>	regulatory@boomervireless.com	
<S15> Certify compliance with applicable minimum service standards		

(600) Functionality in Emergency Situations		FCC Form 481
Data Collection Form		OMB Control No. 3060-0926/OMB Control No. 3060-0819
		July 2016
<010> Study Area Code	249019	
<015> Study Area Name	Boonshon Wireless LLC	
<020> Program Year	2018	
<030> Contact Name - Person USAC should contact regarding this data	Julia Newman-Carter	
<035> Contact Telephone Number - Number of person identified in data line <030>	3122946080 ext.	
<039> Contact Email Address - Email/Address of person identified in data line <030>	regulatory@boonshonwireless.com	
<600> Certify compliance regarding ability to function in emergency situations		
<610> Descriptive document for Functionality in Emergency Situations		

<010>	Study Area Code	249019
<015>	Study Area Name	Boomerang Wireless LLC
<020>	Program Year	2019
<030>	Contact Name - Person USAC should contact regarding this data	Julia Redman-Carter
<035>	Contact Telephone Number - Number of person identified in data line <030>	3182946080 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	regulatory@ontouchwireless.com
<810>	Reporting Carrier	Boomerang Wireless, LLC dba onTouch Wireless
<811>	Holding Company	HN Ventures, LLC
<812>	Operating Company	onTouch Wireless

Page 6

(900) Tribal Lands Reporting Data Collection Form		FCC Form 481 OMB Control No. 3050-0824/OMB Control No. 3050-0819 July 2018
---	--	--

<010> Study Area Code	248018
<015> Study Area Name	Boomerang Wireless LLC
<020> Program Year	2018
<030> Contact Name - Person USAC should contact regarding this data	Julia Redman-Carter
<035> Contact Telephone Number - Number of person identified in data line <030>	3192946000 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	regulatoryventouchwireless.com

<900> Does the filing entity offer tribal land services? (Y/N)

<910> Tribal Land(s) on which ETC Serves

<920> Tribal Government Engagement Obligation

Name of Attached Document

If your company serves Tribal lands, please select (Yes, No, NA) for each these boxes to confirm the status described on the attached PDF, on line 920, demonstrates coordination with the Tribal government pursuant to § 54.913(a)(5) includes:

- <921> Needs assessment and deployment planning with a focus on Tribal community anchor institutions.
- <922> Feasibility and sustainability planning;
- <923> Marketing services in a culturally sensitive manner;
- <924> Compliance with Rights of way processes
- <925> Compliance with Land Use permitting requirements
- <926> Compliance with Facilities Siting rules
- <927> Compliance with Environmental Review processes
- <928> Compliance with Cultural Preservation review processes
- <929> Compliance with Tribal Business and Licensing requirements.

Select Yes or No or Not Applicable

(1000) Voice and Broadband Service Rate Comparability Data Collection Form		FCC Form 481 OMB Control No. 3060-0086/OMB Control No. 3060-0819 Date July 2018
---	--	---

<010>	Study Area Code	349019
<015>	Study Area Name	Boomerang Wireless LLC
<020>	Program Year	2019
<030>	Contact Name - Person USAC should contact regarding this data	Julia Redman-Carter
<035>	Contact Telephone Number - Number of person identified in data line <030>	3192846000 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	regulatory@boomertouchwireless.com

<1000> Voice services rate comparability certification

<1010> Attach detailed description for voice services rate comparability compliance

Name of Attached Document

<1020> Broadband comparability certification

<1030> Attach detailed description for broadband comparability compliance

Name of Attached Document

(1100) No Terrestrial Backhaul Reporting Data Collection Form		FCC Form 481 OMB Control No. 3060-0866/OMB Control No. 3060-0819 July 2013
---	--	--

<010>	Study Area Code	349019
<015>	Study Area Name	Boomerang Wireless LLC
<020>	Program Year	2019
<030>	Contact Name - Person USAC should contact regarding this data	Julia Redman-Carter
<035>	Contact Telephone Number - Number of person identified in data line <030>	3182966090 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	regulatory@bentouchwireless.com

<1100> Certify whether terrestrial backhaul options exist (Y/N)

<1130> Please select the appropriate response (Yes, No, Not Applicable) to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps upstream within the supported area pursuant to § 54.313(g).

<1140> Alaska Plan rate-of-return certification (yes, no, or not applicable) of compliance with approved performance plan.

(1200) Terms and Condition for Lifeline Customers		FCC Form 485
Lifeline Data Collection Form		OMB Control No. 3060-0988/OMB Control No. 3060-0919
		July 2014

<010>	Study Area Code	249019
<015>	Study Area Name	Boomerang Wireless LLC
<020>	Program Year	2019
<030>	Contact Name - Person USAC should contact regarding this data	Julia Redman-Sexton
<035>	Contact Telephone Number - Number of person identified in data line <030>	3192946080 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	regulatory@entouchwireless.com

<1210> Terms & Conditions of Voice Telephony Lifeline Plans

Name of Attached Document

<1220> Link to Public Website

HTTP <https://www.entouchwireless.com/>

"Please check these boxes below to confirm that the attached document(s), on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report:

- <1221> Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers, ☒
- <1222> Details on the number of minutes provided as part of the plan, ☒
- <1223> Additional charges for toll calls, and rates for each such plan. ☒

2009 Price Cap Carrier Additional Documentation		FCC Form 422
Data Collection Form		OMB Control No. 3045-0084/OMB Control No. 3045-0013
Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers		July 2018

<010> Study Area Code	249019
<015> Study Area Name	Boomerang Wireless LLC
<020> Program Year	2019
<030> Contact Name - Person USAC should contact regarding this data	Julia Redman-Carter
<035> Contact Telephone Number - Number of person identified in data line <030>	313746000 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	regulatory@bentouchwireless.com

Select the appropriate responses below (Yes, No, Not Applicable) to note compliance as a recipient of frozen High Cost support, High Cost support to offset access charge reductions, and Connect America Phase II support as set forth in 47 CFR 54.313(c),(d),(e). The information reported on this form and in the documents attached below is accurate.

<2015> 2016 and future Frozen Support Certification 47 CFR § 54.313(c)(4)

Price Cap Carrier Connect America ICC Support {47 CFR § 54.313(d)}

<2016> Certification support used to build broadband

Connect America Phase II Reporting {47 CFR § 54.313(e)}

<2017A> Connect America Fund Phase II recipient?

<2017C> Total amount of Phase II support, if any, the price cap carrier used for capital expenditures in 2017.

<2018> Attach the number, names, and addresses of community anchor institutions to which the carrier newly began providing access to broadband service in the preceding calendar year - 54.313(e)(1)(ii)(A)

Name of Attached Document Listing
Required Information

<2019> Recipient certifies that it bid on category one telecommunications and Internet access services in response to all FCC Form 470 postings seeking broadband service that meets the connectivity targets for the schools and libraries universal service support program for eligible schools and libraries located within any area in a census block where the carrier is receiving Phase II model-based support, and that such bids were at rates reasonably comparable to rates charged to eligible schools and libraries in urban areas for comparable offerings - 54.313(e)(1)(ii)(C)

(3005) Rate of Return Carrier Additional Documentation		FOC Form 881
Data Collection Form		OMB Control No. 3060-0966/OMB Control No. 3060-0819
		July 2018

<010>	Study Area Code	249019
<015>	Study Area Name	Boomerang Wireless LLC
<020>	Program Year	2019
<030>	Contact Name - Person USAC should contact regarding this data	Julia Redman-Carter
<035>	Contact Telephone Number - Number of person identified in data line <030>	3192946080 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	regulatory@entouchwireless.com

CAF BLS Reporting

- (3008A) Please indicate whether new locations were deployed during the prior calendar year. (Yes/No)
- (3008B) Please enter the number of new locations deployed in the prior calendar year associated with each of the following speed tiers.
- (3008B1) Number of newly built locations with access to broadband speeds of at least 10/1 Mbps but less than 25/3 Mbps.
- (3008B2) Number of newly built locations with access to broadband speeds of 25/3 Mbps or higher.
- (3008C) Please provide the percentage of deployment across the entire study area.

(3008) Name Of Carrier Additional Documentation Data Collection Form	PCC Form 811 OASIS Control No: 3060-0986/OASIS Control No: 3060-0819 July 2018
---	--

<010>	Study Area Code	249019
<015>	Study Area Name	Boomerang Wireless LLC
<020>	Program Year	2019
<030>	Contact Name - Person USAC should contact regarding this data	Julia Redman-Carter
<035>	Contact Telephone Number - Number of person identified in data line <030>	3192946080 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	regulatory@entouchwireless.com

Select from the drop down menu or check the boxes below to note compliance with 54.313(f)(1). Privately held carriers must ensure compliance with the financial reporting requirements set forth in 47 CFR 54.313(f)(2). I further certify that the information reported on this form and in the documents attached below is accurate.

(3009)	Progress Report on 5 Year Plan Carrier certifies to 54.313(f)(1)(iii)	
(3010A)	Certification of Public Interest Obligations (47 CFR § 54.313(f)(1)(i))	
(3010B)	Please Provide Attachment	Name of Attached Document Listing Required Information
(3012A)	Community Anchor Institutions (47 CFR § 54.313(f)(1)(iii))	
(3012B)	Please Provide Attachment	Name of Attached Document Listing Required Information
(3013)	Is your company a Privately Held ROR Carrier (47 CFR § 54.313(f)(2))	<input type="radio"/> (Yes) <input type="radio"/> (No)
(3014)	If yes, does your company file the RUS annual report	<input type="radio"/> (Yes) <input type="radio"/> (No)
(3015)	Please check these boxes to confirm that the attached PDF, on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance requires: Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers)	<input type="checkbox"/>
(3016)	Document(s) with Balance Sheet, Income Statement and Statement of Cash Flows	<input type="checkbox"/>
(3017)	If the response is yes on line 3014, attach your company's RUS annual report and all required documentation	Name of Attached Document Listing Required Information
(3018)	If the response is no on line 3014, is your company audited?	<input type="radio"/> (Yes) <input type="radio"/> (No)
(3019)	If the response is yes on line 3018, please check the boxes below to confirm your submission on line 3026 pursuant to § 54.313(f)(2), contains: Either a copy of their audited financial statement; or	<input type="checkbox"/>
(3020)	(2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers	<input type="checkbox"/>
(3021)	Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows	<input type="checkbox"/>
(3022)	Management letter and/or audit opinion issued by the independent certified public accountant that performed the company's financial audit. If the response is no on line 3018, please check the boxes below to confirm your submission on line 3026 pursuant to § 54.313(f)(2), contains: Copy of their financial statement which has been subject to review by an independent certified public accountant; or 2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers	<input type="checkbox"/>
(3023)	Underlying information subjected to a review by an independent certified public accountant	<input type="checkbox"/>
(3024)	Underlying information subjected to an officer certification.	<input type="checkbox"/>
(3025)	Document(s) with Balance Sheet, Income Statement and Statement of Cash Flows	<input type="checkbox"/>
(3026)	Attach the worksheet listing required information	Name of Attached Document Listing Required Information

(5008) Rate Of Return Carrier Additional Documentation (Continued)
 Data Collection Form
 July 2018

<010> Study Area Code	249019
<015> Study Area Name	Boomerang Wireless LLC
<020> Program Year	2019
<030> Contact Name - Person (USAC should contact regarding this data)	Julia Redman-Carter
<035> Contact Telephone Number - Number of person identified in data line <030>	3192346580 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	regulatory@touchwireless.com

Financial Data Summary

- (3027) Revenue
- (3028) Operating Expenses
- (3029) Net Income
- (3030) Telephone Plant In Service (TPIS)
- (3031) Total Assets
- (3032) Total Debt
- (3033) Total Equity
- (3034) Dividends

4005) Rural Broadband Experiment Additional Documentation Data Collection Form	FCC Form 481 OMB Control No. 3060-0066/OMB Control No. 3060-0019 July 2013
---	--

<010>	Study Area Code	249019
<015>	Study Area Name	Boosterang Wireless LLC
<020>	Program Year	2019
<030>	Contact Name - Person USAC should contact regarding this data	Julia Radman-Carter
<035>	Contact Telephone Number - Number of person identified in data line <030>	3192944000 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	regulatory@boostertouchwireless.com

4005 Rural Broadband Experiment

Authorized Rural Broadband Experiment (RBE) recipients must address the certification for public interest obligations and provide a list of newly served community anchor institutions.

Public Interest Obligations -- FCC 14-98 (paragraphs 26-29, 78)

Please address Line 4001 regarding compliance with the Commission's public interest obligations. All RBE participants must provide a response to Line 4001.

4001. Recipient certifies that it is offering broadband meeting the requisite public interest obligations consistent with the category for which they were selected, including broadband speed, latency, usage capacity, and rates that are reasonably comparable to rates for comparable offerings in urban areas.

Community Anchor Institutions -- FCC 14-98 (paragraph 79)

4003a. RBE participants must provide the number, names, and addresses of community anchor institutions to which they newly deployed broadband service in the preceding calendar year. On this line, please respond (yes -- attach new community anchors, no -- no new anchors) to indicate whether this list will be provided.

If yes to 4003A, please provide a response for 4003B.

4003b. Provide the number, names and addresses of community anchor institutions to which the recipient newly began providing access to broadband service in the preceding calendar year. Name of Attached Document Listing Required Information

<010>	Study Area Code	249015
<015>	Study Area Name	Bucony Wireless LLC
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Julia Bodman-Cortez
<035>	Contact Telephone Number - Number of person identified in data line <030>	312247035 ext
<039>	Contact Email Address - Email Address of person identified in data line <030>	regulatory@bucwireless.com

(5010) Do you participate in the Alaska plan? (Yes/No)

(5011)	Please indicate whether any terrestrial backhaul or other satellite backhaul became commercially available in the previous calendar year in areas previously served exclusively by performance-limiting satellite backhaul.	(Yes/No)
--------	---	----------

(5012) If the filing carrier identified in its approved performance plans that it relies exclusively on satellite backhaul for a certain portion of the population in its service area, indicate whether any terrestrial backhaul or other satellite backhaul became commercially available in the previous calendar year in areas that were previously served exclusively by satellite backhaul. (Yes/No)

[illegible]

Certification - Reporting Carrier Data Collection Form	FCC Form 481 OMB Control No. 3080-0086/OMB Control No. 3060-0819 July 2013
---	--

<010> Study Area Code	249019
<015> Study Area Name	Boomerang Wireless LLC
<020> Program Year	2019
<030> Contact Name - Person USAC should contact regarding this data	Julia Redman-Carter
<035> Contact Telephone Number - Number of person identified in data line <030>	3192946080 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	regulatory@touchwireless.com

TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients	
I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate.	
Name of Reporting Carrier:	Boomerang Wireless LLC
Signature of Authorized Officer:	CERTIFIED ONLINE Date 07/06/2018
Printed name of Authorized Officer:	Kimberley Lehman
Title or position of Authorized Officer:	President
Telephone number of Authorized Officer:	3195731678 ext.
Study Area Code of Reporting Carrier:	249019 Filing Due Date for this form: 07/16/2018
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

Certification - Agent / CBIR: Data Collection Form		FCC Form 481 OMB Control No. 3060-0086 / OMB Control No. 3060-0819 July 2014
---	--	--

<010> Study Area Code	249019
<015> Study Area Name	Boomerang Wireless LLC
<020> Program Year	2019
<030> Contact Name - Person USAC should contact regarding this data	Julia Redman-Carter
<035> Contact Telephone Number - Number of person identified in data line <030>	3192946080 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	regulatory@entouchwireless.com

TO BE COMPLETED BY THE REPORTING CARRIER, IF AN AGENT IS FILING ANNUAL REPORTS ON THE CARRIER'S BEHALF:

Certification of Officer to Authorize an Agent to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I certify that (Name of Agent) _____ is authorized to submit the information reported on behalf of the reporting carrier. I also certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual data reporting requirements provided to the authorized agent; and, to the best of my knowledge, the reports and data provided to the authorized agent is accurate.	
Name of Authorized Agent:	
Name of Reporting Carrier:	
Signature of Authorized Officer:	Date:
Printed name of Authorized Officer:	
Title or position of Authorized Officer:	
Telephone number of Authorized Officer:	
Study Area Code of Reporting Carrier:	Filing Due Date for this form:
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

TO BE COMPLETED BY THE AUTHORIZED AGENT:

Certification of Agent Authorized to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I, as agent for the reporting carrier, certify that I am authorized to submit the annual reports for universal service support recipients on behalf of the reporting carrier; I have provided the data reported herein based on data provided by the reporting carrier; and, to the best of my knowledge, the information reported herein is accurate.	
Name of Reporting Carrier:	
Name of Authorized Agent Firm:	
Signature of Authorized Agent or Employee of Agent:	Date:
Name of Authorized Agent Employee:	
Title or position of Authorized Agent or Employee of Agent:	
Telephone number of Authorized Agent or Employee of Agent:	
Study Area Code of Reporting Carrier:	Filing Due Date for this form:
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

Attachments

FCC Form 481

Section 500 – Service Quality Standards & Consumer Protection Rules Compliance

Under FCC Rules, Section 54.202, an ETC must comply that it will satisfy applicable consumer protection and service quality standards. Boomerang Wireless, LLC d/b/a enTouch Wireless (Boomerang) is in compliance with the Cellular Telecommunications and Internet Association's Consumer Code for Wireless Service.

1. Boomerang discloses rates and terms of service to customers at the time service is initiated. These same terms and conditions are posted on Boomerang's website at www.entouchwireless.com.
2. Boomerang provides service availability information on their website at www.entouchwireless.com.
3. Boomerang makes available contract terms to subscribers when they initiate or change service. These same terms are available to subscribers during the annual recertification process as outlined in Commission rules that govern continued subscriber eligibility.
4. Boomerang's Lifeline service can be terminated at any time by either party without an early termination fee. Service is dependent on continued eligibility in the program.
5. Boomerang provides disclosures, minutes included in Lifeline plans, expiration of plan minutes, availability of service, and cost for additional minutes in all published Lifeline advertising materials.
6. Boomerang customers are provided options if they exceed the number of minutes provided in their Lifeline plan. Customers can purchase standard top up plans at thousands of local retail establishments and through customer service. Plan descriptions are available on the company website at www.entouchwireless.com.
7. Boomerang's toll-free customer service number is 866-488-8719. Customers can reach customer service by dialing 611 from their enTouch phone. Customers can also contact Boomerang via email at support@entouchwireless.com or by US mail. This information is provided in the terms of service and on the company website and in all information provided to subscribers.
8. Boomerang responds to all consumer inquiries and complaints received from government agencies within 30 days.
9. Boomerang has procedures in place to maintain the privacy of subscriber proprietary information in accordance with applicable federal and state laws.
10. At service initiation, Boomerang requests that subscribers "Opt In" to receive free notifications regarding activation status, balance alerts, etc. Customers can also decline to receive these messages and notices by "Opting Out". If a subscriber chooses to decline free notifications they will receive only those Lifeline notifications required by the FCC such as the 30-day non-usage notice, the recertification notices, etc. The customer cannot opt out of the required FCC notifications.



FCC Form 481

Section 600 - Functionality in Emergency Situations

Under FCC Rules, an ETC must demonstrate its ability to remain functional in emergency situations. Since Boomerang Wireless, LLC d/b/a enTouch Wireless (Boomerang) is providing service to its customers through the use of facilities obtained from other carriers, it is able to provide to its customers the same ability to remain functional in emergency situations as currently provided by the carriers to their own customers, including access to a reasonable amount of back-up power to ensure functionality without an external power source, re-routing traffic around damaged facilities, and the capability of managing traffic spikes resulting from emergency situations.

Boomerang, along with their underlying carriers, have created back-up systems to ensure functionality in the event of a loss of power or network functionality. Boomerang's support facilities are housed in a carrier-class data center with fully redundant power and HVAC, a controlled temperature and humidity environment, fire-threat detection and suppression, year-round critical monitoring, and secure access with biometric security. The facility features redundant generators and redundant fiber optic connectivity. The data center is a reinforced concrete building located in a secure area and collocated with the area electrical generation plant. All systems within the facility are implemented on redundant servers, each with redundant data network and power.



July 11, 2018

Jocelyn Boyd, Chief Clerk of the Commission
Public Service Commission of South Carolina
Synergy Business Park, Saluda Building
101 Executive Center Drive
Columbia, SC 29210

**RE: Order No. 2012-787-Certification of Compliance with CTIA Consumer Code for
Boomerang Wireless, LLC d/b/a enTouch Wireless**

Dear Staff:

On October 24, 2012, the Public Service Commission of South Carolina issued an Order designating Boomerang Wireless, LLC d/b/a enTouch Wireless as an eligible telecommunications carrier ("ETC") in the state of South Carolina.

In compliance with South Carolina Commission ETC annual reporting requirements, Boomerang Wireless, LLC confirms that it complies with the Cellular Telecommunications and Internet Association's (CTIA's) Consumer Code for Wireless Service. In addition, Boomerang Wireless, LLC provides by attachment the advertising material required to be submitted annually.

Please do not hesitate to contact me if you have questions or concerns.

Respectfully submitted,

A handwritten signature in blue ink that reads "Kim Lehrman". The signature is fluid and cursive, with a long, sweeping line extending from the end of the name.

Kim Lehrman

President

Boomerang Wireless, LLC

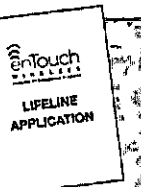


ENTOUCH LIFELINE APPLICATION - SOUTH CAROLINA

Lifeline Self-Certification Form | To enroll in the Lifeline program you need to complete this form. If you need help call 844.891.1800 or visit www.entouchwireless.com. The information is used to certify with the Federal Communications Commission that you are participating in Lifeline with us.

Lifeline Service Disclosure | Lifeline is a government assistance program and willfully making false statements to obtain the benefit can result in fines, imprisonment, de-enrollment or being barred from the program. Only one Lifeline benefit is available per household. A household is defined, for purposes of the Lifeline program, as any individual or group of individuals who live together at the same address and share income and expenses. Violation of the one per household limitation constitutes a violation of the Federal Communications Commission's rules and will result in your de-enrollment from the program, and Lifeline is a non-transferable benefit and you may not transfer this benefit to any other person, regardless if they qualify for Lifeline.

**COMPLETE
THE LIFELINE
APPLICATION**



**DON'T FORGET
COPIES OF YOUR
ELIGIBILITY
DOCUMENTS!**



**UPON SUCCESSFUL REVIEW, YOU MAY
RECEIVE A PHONE AND LIFELINE BENEFIT
IN THE MAIL WITHIN 10 BUSINESS DAYS.
ENTOUCH WIRELESS WILL TRY TO
CONTACT YOU IF WE CANNOT PROCESS
YOUR APPLICATION.**

**NEED HELP FILLING OUT THE APPLICATION?
CALL US IF YOU HAVE QUESTIONS OR NEED HELP**

844.891.1800

Step 1 | Certifications - Assistant Programs

I, or another member in the household including children, participate in the following public assistance programs:

CIRCLE ONE:

Supplemental Nutrition Assistance Program (SNAP)

Supplemental Security Income (SSI)

Medicaid

Veterans Pension or Survivors Benefit

Federal Public Housing Assistance (FPHA)

You may qualify through Public Assistance Programs



Through Household Income

Certifications - Household Income

My household income is at or below 135% of the federal poverty guidelines for 2017.

I provided documentation confirming my household income level. Circle # of People in Household.

(Add \$5,843 per additional person above 8 to determine income guidelines)

# of People in Household	Maximum Annual Income
1	\$18,281
2	\$21,924
3	\$27,567
4	\$33,210
5	\$38,853
6	\$44,496
7	\$50,139
8	\$55,782

If you do not participate in one of these programs but someone in your household does:

Relationship to Participant

☐ I certify that the person demonstrating program participation is a member of my household.

Documents Reviewed for Certification

☐ I certify that the person name on the participation documentation is not already receiving a Lifeline discount.

Name of Person Participating



YOU WILL NOT QUALIFY FOR THE LIFELINE PROGRAM IF YOU DO NOT HAVE COPIES OF YOUR GOVERNMENT ID AND ELIGIBILITY DOCUMENTS SENT IN WITH YOUR APPLICATION.

2 Step 2 | Choose Your Plan.

Choose one of the following plans. This plan will be reloaded to your phone monthly as long as you are eligible & certified.

Choose a plan by checking the box	<input type="checkbox"/>	<input type="checkbox"/>
Feature / Description	500 Minute Plan	500mb Plan
Talk / Text Units	500 Voice / 100 Text	100 (1 Text = 1 Min.)
Local Calls	Y	Y
National Long Distance	Y	Y
Voice Mail	Y	Y
Nationwide Text	Y	Y
Free 411	Y	Y
Data Enabled (Websites & Email)	10MB	500MB
Carry Over Month to Month	N	N

3 Step 3 | Applicant Information

Full Name:

Residential Address*:

*No PO Boxes for Residential. Check One:

Shipping Address:

☐ Permanent

☐ Temporary Housing

City: State: Zip:

Email: Phone:

Birth Date: Last 4 digits of SSN #:

4 Step 4 | Signature (Read & Initial) INITIAL ALL GREY BOXES TO COMPLETE APPLICATION

Multiple households sharing an address:

(init) I hereby certify that I reside at an address occupied by multiple households, including adults who do not contribute income to my household and/or share in my household's expenses, and I will complete a separate additional form.

Activation and usage requirement disclosures: This service is a prepaid service and you must personally activate it by dialing 611 from your handset. To keep your account active, you must use your Lifeline service at least once during any 30-day period by completing an outbound call, sending a text message, using your mobile broadband connection, purchasing additional minutes or data from enTouch Wireless, answering an in-bound call from someone other than enTouch Wireless, or by responding to a direct contact from enTouch Wireless confirming that you want to continue receiving Lifeline service from enTouch Wireless. If your service goes unused for 30 days, you will no longer be eligible for Lifeline benefits and your service will be suspended (allowing only 911 calls and calls to enTouch Wireless's customer care center) subject to a 15-day cure period during which you may use the service (as described above) or contact enTouch Wireless to confirm that you want to continue receiving Lifeline service from enTouch Wireless.

(init) I hereby certify, under penalty of perjury, that I have read and understood the disclosures listed above regarding activation and usage requirements.

Authorizations:

(init) I hereby authorize enTouch Wireless to access any records required to verify my statements on this form and to confirm my eligibility for the Lifeline program. I also authorize enTouch Wireless to release any records required for the administration of the Lifeline program (name, telephone number, address, date of birth, last 4 digits of SSN or Tribal ID Number, amount of support being sought, means of qualification for support, and dates of service initiation and termination), including to the Universal Service Administrative enTouch Wireless, to be used in a Lifeline database and to ensure the proper administration of the Lifeline Program. Failure to consent will result in denial of service.

(init) I understand I have the right to enroll in the Lifeline service using non-electronic methods. I further understand that I have the right to withdraw this consent at any time prior to activation of my service. enTouch Wireless has advised me that I may request a paper copy of my contract and associated fees by calling 611 from my wireless handset.

(init) I hereby authorize enTouch Wireless to send text messages to my enTouch Wireless provided wireless number about my Lifeline benefit. Text messages sent by enTouch Wireless will not decrement my available wireless minutes or texts. Standard voice, data and text rates will apply to all messages to and from anyone other than enTouch Wireless.

(init) I acknowledge that I am providing the information I have included in this application to CGM, LLC and further authorize CGM, LLC to receive and use my information for enrollment verification and waste, fraud and abuse mitigation purposes. Additionally, I authorize CGM to receive and use my historic Lifeline enrollment information for enrollment verification and waste, fraud and abuse mitigation purposes.

Additional certifications: I hereby certify, under penalty of perjury, that (initial for each statement to which you certify):

(init) I meet the income-based or program-based eligibility criteria for receiving Lifeline service and have provided documentation of eligibility if required.

(init) I hereby certify that I participate in the following program [Lifeline program name ex: TennCare (Medical)].

(init) I will notify enTouch Wireless within 30 days if for any reason I no longer satisfy the criteria for receiving Lifeline including, as relevant, if I no longer meet the income-based or program-based eligibility criteria, I begin receiving more than one Lifeline benefit, or another member of my household is receiving a Lifeline benefit. I understand that I may be subject to penalties if I fail to follow this requirement.

(init) I am not listed as a dependent on another person's tax return (unless over the age of 60).

(init) The Residential Address listed above is my primary residence, not a second home or business.

(init) If I move to a new address, I will provide that new address to enTouch Wireless within 30 days.

(init) I acknowledge that providing false or fraudulent information to receive Lifeline benefits is punishable by law.

(init) I acknowledge that I may be required to re-certify my continued eligibility for Lifeline at any time, and my failure to re-certify as to my continued eligibility will result in de-enrollment and the termination of my Lifeline benefits.

(init) The information contained in this certification form is true and correct to the best of my knowledge.

(init) I reside on Federally-recognized Tribal lands or Hawaiian Home Lands (only applicable to enrollments in Hawaii).

(init) I certify that the individual named on the documentation used to demonstrate program participation or income eligibility is part of my household.

(init) I certify that the individual named on the documentation used to demonstrate program participation or income eligibility is not already receiving a Lifeline subsidy.

(init) I certify that my household will receive only one Lifeline service and, to the best of my knowledge, no one in my household, including myself, is receiving a Lifeline-supported service from any other landline or wireless service provider.

(init) If enTouch Wireless finds that I am already receiving a Lifeline discount benefit from another provider, I agree that I want to transfer my Lifeline discount benefit from that Lifeline provider to enTouch Wireless. I understand that once the transfer is complete, I will lose my Lifeline Program benefit with any other Lifeline provider from which I am currently receiving a Lifeline discount. enTouch Wireless has explained to me and I understand that I may not have multiple Lifeline Program benefits with the same or different providers.

(init) If I am subject to a benefit port freeze with another Lifeline provider and I am transferring my benefit to enTouch Wireless pursuant to an exception to the benefit port freeze, I understand that I am not required to provide proof of eligibility for Lifeline until the end of my port freeze, but I consent to providing such proof of eligibility to enTouch Wireless at this time.

By my signature immediately below, I hereby certify, under penalty of perjury, that the information included in this certification form is true and correct to the best of my knowledge.

5 Step 5 | Lifeline Household Form

See page 3 for the
Lifeline Household Form.

We may not be able to complete processing your
application if you do not fill out this section.

STOP

YOU ARE DONE: SIGN AND DATE BELOW TO COMPLETE YOUR FORM. MAKE SURE YOU HAVE SIGNED STEP 5 ON THE NEXT PAGE TO ENSURE THAT WE CAN COMPLETE PROCESSING YOUR LIFELINE APPLICATION.

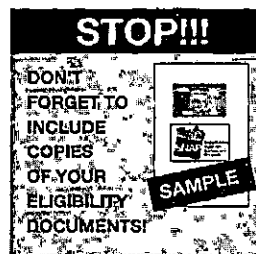
Applicant's Signature

Date



MAIL US YOUR APPLICATION & SUPPORT DOCUMENTATION:

enTouch Wireless - 955 Kacena Rd, Ste A | Hiawatha, IA 52233



5

Step 5 | Applicant Information:

Full Name:

Residential Address*:

City: State: Zip:

Lifeline Household Form*We may not be able to complete processing your application if you do not fill out this section.*

Lifeline is a government program that provides a monthly discount on home or mobile telephone services. Only ONE Lifeline discount is allowed per household. Members of a household are not permitted to receive Lifeline service from multiple telephone companies.

Your household is everyone who lives together at your address as one economic unit (including children and people who are not related to you).

The adults you live with are part of your economic unit if they contribute to and share in the income and expenses of the household. An adult is any person 18 years of age or older, or an emancipated minor (a person under age 18 who is legally considered to be an adult). Household expenses include food, health care expenses (such as medical bills) and the cost of renting or paying a mortgage on your place of residence (a house or apartment, for example) and utilities (including water, heat and electricity). Income includes salary, public assistance benefits, social security payments, pensions, unemployment compensation, veteran's benefits, inheritances, alimony, child support payments, worker's compensation benefits, gifts, and lottery winnings.

Spouses and domestic partners are considered to be part of the same household. Children under the age of 18 living with their parents or guardians are considered to be part of the same household as their parents or guardians. If an adult has no income, or minimal income, and lives with someone who provides financial support to that adult, both people are considered part of the same household.

You have been asked to complete this Worksheet because someone else currently receives a Lifeline-supported service at your address. This other person may or may not be a part of your household. Answer the questions below to determine whether there is more than one household residing at your address.

1. Does your spouse or domestic partner (that is, someone you are married to or in a relationship with) already receive a Lifeline-discounted phone? (check no if you do not have a spouse or partner)

____YES ____NO

• If you checked YES, you may not sign up for Lifeline because someone in your household already receives Lifeline. Only ONE Lifeline discount is allowed per household.

• If you checked NO, please answer question #2.

2. Other than a spouse or partner, do other adults (people over the age of 18 or emancipated minors) live with you at your address?

A. A parent ____YES ____NO

B. An adult son or daughter ____YES ____NO

C. Another adult relative ____YES ____NO
(such as a sibling, aunt, cousin, grandparent, etc.)

D. An adult roommate ____YES ____NO

E. Other _____ ____YES ____NO

• If you checked NO for each statement above, you do not need to answer the remaining questions. Please initial line B, below, and sign and date the worksheet.

• If you checked YES, please answer question #3.

3. Do you share living expenses (bills, food, etc.) and share income (either your income, the other person's income or both incomes together) with at least one of the adults listed above in question #2?

____YES ____NO

• If you checked NO, then your address includes more than one household. Please initial lines A and B below, and sign and date the worksheet.

• If you checked YES, then your address includes only one household. You may not sign up for Lifeline because someone in your household already receives Lifeline.

Please initial the certifications below and sign and date this worksheet.

A. ☐ I certify that I live at an address occupied by multiple households.

B. ☐ I understand that violation of the one-per-household requirement is against the Federal Communication Commission's rules and may result in me losing my Lifeline benefits, and potentially, prosecution by the United States government.

Signature

Date

FREE

PHONE SERVICE

Supported by Federal Lifeline benefit a Government sponsored program.

APPLY IN PERSON!

**YOU MAY BE ELIGIBLE FOR THIS
BENEFIT IF YOU PARTICIPATE IN:**

FOOD STAMPS • MEDICAID
FPHA • SSI • OR MEET INCOME
REQUIREMENTS

DATE:

TIME:

PLACE:

**UPGRADE
YOUR
PHONE**

**MORE
TALK, TEXT
& DATA!**

**BRING
YOUR
OWN
PHONE**



#11808

enTouch WIRELESS
POWERED BY BOOMERANG WIRELESS

**AN APPROVED LIFELINE
PROGRAM PROVIDER.**

Lifeline is a government assistance program. enTouch Wireless represents the Lifeline service in your state. PLEASE NOTE: You have to be eligible to receive Lifeline services. A current government benefit card or income document and your government issued ID is needed to sign up. Lifeline is available to only one person per household and is not transferable to another person. Willfully making a false statement to obtain the Lifeline benefit is punishable by fines, imprisonment or being barred from the program. 911 calls can be placed from your handset even if no minutes are available. 911 Emergency Service is available where wireless service is located, which can be reduced by buildings, weather, mountains, etc. If your phone is out of range in an emergency dial 911 from a landline phone.

**CALL
NOW!**

entouchwireless.com

Flyer - 8.5 x 11 (B&W and Color)
Poster - 11 x 17

www.entouchwireless.com

**NLAD NON-TRIBAL MARKETING MATERIALS**[illegible]

Offer Banner (English) - 72 x 36

GRATIS

SERVICIO TELEFÓNICO

APOYADO POR EL BENEFICIO FEDERAL LIFELINE, UN PROGRAMA PATROCINADO POR EL GOBIERNO.

entTouch WIRELESS
POWERED BY BOOMERANG WIRELESS

PROVEEDOR
AUTORIZADO DEL
PROGRAMA LIFELINE.

Lifeline es un programa del gobierno que ayuda a las personas de bajos ingresos a pagar su servicio telefónico. Para obtener este beneficio, debe estar registrado en el programa Lifeline y su proveedor autorizado por el gobierno. Lifeline no cubre los costos de llamadas internacionales o servicios adicionales como texto o datos. Para más información sobre cómo calificar para el beneficio Lifeline, visite www.fcc.gov/lifeline. El beneficio Lifeline está sujeto a cambios sin previo aviso.

ACTUALICE SU TELÉFONO

TRAIGA SU PROPIO TELÉFONO

MÁS VOZ,
TEXTO Y DATOS

APLICAR AHORA EN ENTOUTCHWIRELESS.COM

Offer Banner (Spanish) - 72 x 36



NLAD NON-TRIBAL MARKETING MATERIALS

YOU WILL NEED

USTED NECESITARA

PHOTO ID

GOVERNMENT ISSUED PHOTO ID
IDENTIFICACIÓN CON FOTOGRAFÍA
EMITIDA POR EL GOBIERNO

ELIGIBILITY CARD

PROGRAM ELIGIBILITY DOCUMENT CARD:
SNAP, MEDICAID, SSI, FPHA, VETERANS
PENSION OR SURVIVORS BENEFIT
TARJETA DE DOCUMENTO DE ELEGIBILIDAD
PARA EL PROGRAMA: POR EJEMPLO,
SNAP, MEDICAID, SSI, FPHA, PENSION DE
VETERANOS O BENEFICIOS DEL BENEFICIARIO

SOCIAL SECURITY NUMBER

#1234

SOCIAL SECURITY

YOU WILL NOT QUALIFY FOR THE LIFELINE PROGRAM IF YOU DO NOT HAVE YOUR GOVERNMENT ID AND ELIGIBILITY DOCUMENTS WITH YOU TO APPLY FOR THE LIFELINE BENEFIT.
NÓ CALIFICARÁ PARA EL PROGRAMA LIFELINE SI NO TIENE CON USTED SU IDENTIFICACIÓN EMITIDA POR EL GOBIERNO Y LOS DOCUMENTOS DE ELEGIBILIDAD AL SOLICITAR EL BENEFICIO DE LIFELINE.

www.entouchwireless.com

You Will Need Banner - 24 x 48

www.entouchwireless.com

Abbreviated Terms of Service for Communication Services

The Terms of Service are part of your agreement with enTouch Wireless for Mobile Services.

Acceptable Use Policy (AUP): enTouch Wireless service is for five, personal use only. Unlawful, fraudulent, harassing, or abusive behavior is not acceptable. The service is not for business use. enTouch Wireless reserves the right to monitor and suspend users based on the AUP. Using more than 3,000 texts in 30 days or less may trigger an account review. enTouch Wireless may change you to another plan or suspend service to protect our network and business. See our complete AUP in the Terms of Service at: www.ontouchwireless.com.

Phone Number: We assign telephone numbers and other personal identifiers in connection with the Services. You do not have any property right in your phone number. It may be changed or reassigned.

Phones and Other Equipment: The only warranties on the phones or other equipment are any limited warranties extended by the manufacturers.

Lost or Stolen Equipment: If your phone or other equipment is lost or stolen, you must notify us by calling enTouch Wireless Customer Support. You are responsible for all charges for Services provided to the Number for the lost or stolen equipment. We will deactivate Service to the Number upon notification to us of any loss or theft.

If the equipment is later found, we may require that you exchange it for another phone or other equipment before we reactivate Service if we do reactivate Service, as well as require you to pay a reactivation or replacement fee of \$25.00.

Service, Prepaid Services: Upon certification of eligibility, and continuing eligibility, you will receive free service. This positive account balance will be applied every 30 days on the anniversary of your service activation. You must maintain an ACTIVE ACCOUNT every 30 days by using completing an outbound call using data, purchasing minutes or data to add to your plan, answering an incoming call from a party other than enTouch; sending a text message; or by responding affirmatively to our queries regarding your desire to continue to receive service. If your service goes unused for 30 days, you will not be eligible for Lifetime benefits and you will have 15-days to use the service (as described above) before being de-enrolled and disconnected. Effective December 2, 2016, Lifetime Plans with 500MB or more data per month have a 12-month Post Freeze. A Post Freeze allows you to check Lifetime benefits, but you will not be able to receive the Lifetime benefit with another center during the Post Freeze period. You are required to recertify annually.

Minors of Service: You have certified your eligibility to receive free services under the federally funded Lifeline program. If your eligibility to participate in this program changes, you agree to immediately notify enTouch.

Wireless at 866.488.8719, Lifeline is a non-restorable benefit. Only one wireless or wireless Lifeline benefit per household. You agree not to use the service or modify your handset in any fraudulent, unlawful, harassing, or abusive purpose, or in such a way as to create damage or risk to our business.

Exchange Policy: Defective handsets or other defective equipment provided at no cost to you may be eligible for exchange within 30 days of receiving the device. To exchange a defective handset, please call Customer Support at 866.488.8719 to obtain a Return Authorization and shipping instructions.

Concerns, Complaints or Disputes: If you have questions, concerns, comments or complaints, please contact enTouch Wireless at www.ontouchwireless.com or call Customer Support by dialing 811 from your cell phone (does not use your Lifetime minutes) or dialing 866.488.8719 from another phone.

Termination of Access: enTouch Wireless may terminate your access without notice, for any conduct that enTouch Wireless, in its sole discretion, believes to be harmful to individual users; to enTouch Wireless or any of its affiliates; to any rights of enTouch Wireless or any third party; or that violate applicable laws.

For the complete Terms of Service visit: www.ontouchwireless.com/links/ontouch_phone_termsandconditions

State Commission Contact:

For unresolved questions or complaints you may contact the applicable state commission or contact:

Arizona Corporation Commission
1700 W. Washington St., Phoenix, AZ 85007
Local: 602.542.4261 Toll Free: 800.232.7000

Colorado Public Utilities Commission
Consumer Affairs
1550 Broadway • Suite 250
Denver, Colorado 80202
Toll Free: 800.454.0888 Fax: 303.854.2832
E-mail: com_puc_consumer@state.co.us

Georgia Public Service Commission
Consumer Affairs Unit
LAMA 404.666.4501
Toll Free: 800.282.8819

Kansas Corporation Commission
Office of Public Affairs and
Consumer Protection
1505 SW Broadway Plaza • Topeka, KS 66604
Toll Free: 800.232.7000 Toll Free: 800.692.0027
Hearing / Branch Inquiries at TDD: Kansas
Relay Center 800.796.5777

Louisiana Public Service Commission
Cable Building, 126 Poydras
602 North Fifth Street
P.O. Box 91154
Baton Rouge, Louisiana 70821-0154
Local: 225.342.4104 Local: 225.342.4999
Toll Free: 800.264.2387 Fax: 225.342.2831

Michigan Public Service Commission
P.O. Box 30551 • Lansing, MI 48909
217.254.4100
<http://www.michigan.gov/msc>

Minnesota Public Utilities Commission
121 7th Place S. • Suite 200
Saint Paul, MN 55101-1217
Toll Free: 800.667.2782 Fax: 651.297.2070

Oklahoma Corporation Commission
P.O. Box 32099
Oklahoma City, OK 73103-2000
Local: 405.621.2331 Toll Free: 800.832.8194

Pennsylvania Public Utility Commission
Bureau of Consumer Services
PO Box 3295 • Harrisburg, PA 17105-3295
Toll Free: 1.800.882.7140

**Washington State Office of the
Attorney General**
800 5th Ave. Suite 2000
Seattle, WA 98104-3188
Toll Free: 1.800.561.4836 in Washington only
Local: 206.464.0884
Washington State Relay Service for the
Hearing Impaired: 1.800.433.8286
www.tsp.wa.gov



Contact Us

www.ontouchwireless.com | 866.488.8719

Save this information!

Phone #: _____

My ESN: _____

Anniversary Date*: _____



866.488.8719



*Your minutes will be added every 30 days from this date.
*Sus minutos serán agregados cada 30 días desde esta fecha.

What happens now?

What should I do when I receive my phone?
When you receive your phone in the mail, follow the instructions below. Once you call to Activate, your Lifetime Minutes will be activated on your phone.

What features come with my phone?
You will have excellent coverage with national wireless networks. Free 411 calls, Voicemail, Call Forwarding, Three Way Calling, Data Enabled & other features.

What do I receive with my service?
You will receive your free minutes, texts, and data loaded monthly per your Lifetime Plan. Every 30 days after your activation date, your balance will automatically reload on your phone as long as you have an ACTIVE ACCOUNT. You must use your phone at least once every 30 days to maintain your Lifetime service.

Can I get more minutes, text or data?
You can add voice minutes, texts, and data at any time. See brochure for more talk, text & data plans. Look for these brands to top up with at your local retailers or call Customer Support at 866.488.8719 to top up.

Lifeline is a government assistance program. enTouch Wireless represents the Lifeline services in your state. PLEASE NOTE: You have to be eligible to receive Lifeline service. A current government benefit card or income document and your government issued ID is needed to sign up. Lifeline is available to only one person per household and is not transferable to another person. Monthly receiving a free handset to obtain the Lifeline benefit is purchasable by them, improvement or being better than the program. 911 calls can be placed from your handset even if no minutes are available. 911 Emergency Services are available where wireless service is limited, which may be restricted by buildings, weather, mountains, etc. If your phone is not in range in an emergency call 911 from a landline phone.

Welcome to enTouch!

Follow these easy steps to get started. We will help you get started, answer questions and give options to purchase more talk, text or data.



Welcome to the Lifeline Program:

Activate Phone: Call 319.471.4802 before leaving event to activate.

Phone Number: Your phone number is located on the inside of the battery door and circled on the outside sticker of the bag you received your phone in.

Free Services: You get free services monthly from Lifeline. (Programs vary by state.) Minutes, texts, and data will automatically reload on your anniversary date.

Keep Active: Make a call on your phone regularly to keep plan active. No use in 30 days may deactivate your device.

Check Balance: Dial 611 on your Lifeline phone. Press 1 to hear balance.

Your Phone Company is enTouch Wireless powered by Boomerang Wireless.

Questions? Dial 611 on your Lifeline phone or call 866.488.8719 from a land line phone.

Active el Teléfono: Llame al 319.471.4802 antes de salir del evento para activar su teléfono.

Número de Teléfono: Su número de teléfono se indica en el interior de la tapa de la batería y también está encerrado en un círculo en la etiqueta exterior de la bolsa en que le entregaron su teléfono.

Servicios gratuitos: Usted recibe servicios gratuitos mensualmente de Lifeline. (Los programas varían de un estado a otro). Los minutos, unidades, mensajes de texto y datos se recargarán automáticamente en su fecha de aniversario.

Manténgalo Activo: Use el teléfono con regularidad para mantener activo su plan. Su dispositivo puede ser desactivado si no lo usa en 30 días.

Compruebe: Marque 611 desde su teléfono Lifeline. Presione 1 para escuchar el balance.

Su Compañía de Teléfono es enTouch Wireless powered by Boomerang Wireless.

Preguntas? Marque 611 desde su teléfono Lifeline o llame 866.488.8719 desde un teléfono.

Questions? Access Information from Your Phone.

Dial 611 from your Lifeline phone or call 866.488.8719.

¿Tiene preguntas? Marque 611 desde su teléfono Lifeline o llame 866.488.8719.

1 Press 1 to hear your air time balance.

Presione 1 para escuchar su balance de minutos.

2 Press 2 to add minutes to your cell phone.

Presione 2 para añadir minutos a su teléfono celular.

3 Press 3 for assistance with your phone.

Presione 3 para obtener ayuda con su teléfono.

4 Press 4 to find out your anniversary date.

Presione 4 para saber su fecha de aniversario.

Want More Talk, Text or Data?

¿Necesita más minutos? Es fácil añadirle minutos a su teléfono. Vea los detalles del plan al dorso.

Follow the directions below to top up through Customer Support or at your local retailer.



Customer Support:

Dial 611 on your Lifeline phone or call 866.488.8719 from a land line phone. Debit or credit card required.

Marque 611 desde su teléfono Lifeline o llame 866.488.8719. Se requiere tarjeta de crédito o de débito.

Retail:

Check our website for a retail location near you | www.ontouchwireless.com

Tiendas: Busque las tarjetas de recarga en las siguientes tiendas locales.



Plan	Price	Minutes	Texts	Data
Lifeline Reload	\$5	0	1/4 GIG	
UNLTD	\$20	100 MB		
UNLTD	\$25	1/2 GIG		
UNLTD	\$30	1.5 GIG		
UNLTD	\$50	4 GIG		

All plans are 30 day plans.

Rates are subject to change without notice.

*Subject to the 3000 unit and Acceptable Use Policy



Call 611 from your phone. Voice prompts walk you through your search.

Call to find your nearest 7-Eleven for top ups or to find your local dollar, government office, school and other services.

Standard phone connection and last call charge.
411 Directory Assistance.
FREE!
No extra fees.



955 Kacena Rd, Ste A
Hiawatha, IA 52233

email: support@ontouchwireless.com



866.488.8719

www.ontouchwireless.com

Welcome Insert (Back) - folded to 5.5 x 4.25

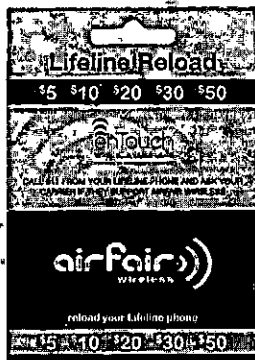
Need More Talk, Text or Data?

airFair wireless



Customer Support:
866.488.8719

Dial 611 on your Lifeline phone or call
866.488.8719 from a landline phone.
Debit or Credit Card required.



Retail Stores:

Look for the following reload
cards at local retailers. Call
Customer Support to locate a
retailer nearest you or visit

www.entouchwireless.com

Price	Talk / Text Units	Data
\$5	0	1/4 GIG
\$20	UNLTD	100 MB
\$25	UNLTD	1/2 GIG
\$30	UNLTD	1.5 GIG
\$50	UNLTD	4 GIG

1 Unit = 1 Text or 1 Voice Minute

All of these plans are 30 day plans
Rates are subject to change without notice.

* Subject to the 3000 units and Acceptable Use Policy

Top Up at your local 7 Eleven Store



Item #11171 - 5.23.17